



## KING COUNTY

**ADMINISTRATIVE SPECIALIST II (CLINIC CLERK)  
PUBLIC HEALTH – SEATTLE & KING COUNTY  
COMMUNITY HEALTH SERVICES/DOWNTOWN PUBLIC HEALTH CENTER**

**Hourly Rate Range \$15.35 - \$19.46 (2004 Rates)**

**Job Announcement: 05RL5465  
OPEN: 8/31/05      CLOSE: 9/13/05**

**WHO MAY APPLY:** This Term Limited Temporary (TLT) position is open to qualified candidates.

**WHERE TO APPLY:** Required forms and materials **must** be sent to: **Employment Services, 999 3<sup>rd</sup> Avenue, Suite 600, Seattle, WA 98104 or faxed to (206) 205-5430.** Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Gale Carmony at (206) 205-1186 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

**FORMS AND MATERIALS REQUIRED:** A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

**WORK LOCATION:** *Downtown Public Health Center, 2124 Fourth Avenue, Seattle, WA 98121*

**WORK SCHEDULE:** This TLT position is overtime eligible. It works a 40 hour work week; Monday through Friday; 8:00 AM to 5:00 PM.

**DURATION:** This Term-Limited Temporary position is benefit eligible and has an expiration date of March 1, 2006.

**POSITION PURPOSE:** We are seeking a skilled, enthusiastic, and dedicated clinic clerk to become a part of, and provide support to, a dynamic, multidisciplinary and diverse healthcare team. This position supports a broad range of healthcare services in a fast paced public health clinic environment that are used by an economically, socially and culturally diverse population. The clinic clerk is generally the first point of contact for patients both in person and over the phone.

**PRIMARY JOB FUNCTIONS INCLUDE:**

**CUSTOMER SERVICE:** Clerks greet, screen, and triage a high volume of clients in person and on the telephone. They respond to inquiries from clients and providers regarding public health services. They provide clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person. May deal with sensitive and /or potentially volatile situations. Clerks monitor client flow in the patient waiting area.

**CLIENT SCHEDULING AND REGISTRATION:** Clerks schedule a high volume of client appointments each month and determine the type of appointment and provider needed. They monitor and adjust client and provider schedules. Clerks determine client financial status and insurance coverage.

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY

**CLIENT ORIENTATION:** Clerks inform patients of their rights and responsibilities, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs). Incumbent understands and is able to explain complex insurance coverage and billing/payment policies and procedures to clients. Incumbent is responsible for alerting providers to issues that may be of concern, such as suspected abuse or neglect.

**TECHNICAL/CLERICAL SUPPORT:** Clerks utilize Windows-based and other software to register clients, determine medical coverage and eligibility, schedule appointments and generate client encounter and billing reports. Data entered will include complex text and numbers. Clerks must resolve billing errors and denials, track outstanding patient balances. Assess and collect fees. Conduct end-of-day close-out on the cash register, including balancing the cash.

**PROGRAM COORDINATION:** Specialized terminology and codes are used to accurately enter data and for caseload reports and billing. Incumbents create, update, and maintain charts/records. Clerks identify and correct errors to ensure data accuracy and generate daily and monthly participant statistics. Participate in team meetings and help implement clinic flow adjustments, program changes and new procedures.

**OTHER DUTIES:** This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed. May be trained to enter payroll data and reconcile paycheck errors. Incumbents may be required to train other staff on the duties performed by this position.

**QUALIFICATIONS:**

- Application materials will be used in evaluating applicants' skills, including written communication skills.
- Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 3000 keystrokes per hour. **Applicants will be tested in these skills.**
- Skilled at using word processing and spreadsheet software to complete assigned clerical tasks. **Applicants will be tested in these skills.**
- Skilled at operating automated clinical practice management systems including, but not limited to, patient look up, patient scheduling and charge entry functions.
- Skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Demonstrated knowledge of good customer service etiquette and concepts.
- Skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.).
- Skilled at handling difficult interpersonal interactions with discretion and diplomacy.
- Skilled at maintaining confidentiality.
- Skilled in the use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers.
- Ability to gain functional knowledge of medical terminology.
- Skilled at working as part of a team and independently.

- Ability to move up to 25 pounds from one location to another and the ability to repeatedly sit and stand throughout the day.
- Skilled in prioritizing and completing multiple tasks simultaneously.
- Skilled in problem solving.
- Skilled at working with a diverse population.
- Ability to learn, interpret, and apply complex policies and procedures.
- Skilled at adapting to changes in workload demands.
- Organizational skills.
- Skilled in providing training.

**DESIRED QUALIFICATIONS:** Preference is given to applicants with previous health care industry experience.

**NECESSARY SPECIAL REQUIREMENTS:**

- The selected candidate must pass a through background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.

**UNION MEMBERSHIP:** Positions in this classification will be represented by Local 17.

**CLASS CODE: 8387**

**SEQUENCE NUMBER: 4359**